

JAN 18 2005

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WENDY W. KOBA, ESQ.

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Company: USPTO

From: Wendy W. Koba

Attention: Technology Center 2100

Pages including cover sheet: 7

Fax No.: 703-872-9306

Date : 1/18/2005

Re: Serial No. 09/994,772

☒ Urgent ☐ Please review ☐ Please Comment ☐ Please Reply ☐ For your information

Case Name: Brown 111446CON

Serial Number: 09/994,772

Filing Date: November 28, 2001

Examiner: Thong H. Vu

Title: Correlating Information Between Internet and Call Center Environments

In response to a Notice of Abandonment dated December 20, 2004 attached please find the following:

1. Petition to Withdraw Holding of Abandonment
2. Certificate of Transmission under 37 CFR 1.8
3. Exhibit A
4. Exhibit B
5. Exhibit C

Respectfully submitted,

Wendy W. Koba
Wendy W. Koba, Esq.

PTO/SB/92 (09-04)

Approved for use through 07/31/2006. OMB 0561-0031
Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Certificate of Mailing under 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to:

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

on 1/18/2005
Date

Wendy W. Koba

Signature

Wendy W. Koba

Typed or printed name of person signing Certificate

30509

Registration Number, if applicable

610-346-7112

Telephone Number

Note: Each paper must have its own certificate of mailing, or this certificate must identify each submitted paper.

1. Petition to Withdraw Abandonment
2. Exhibits A, B and C

This collection of information is required by 37 CFR 1.8. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to take 1.8 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

Brown 111446CON

**IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE**

**RECEIVED
CENTRAL FAX CENTER
JAN 18 2005**

Patent Application**Inventor(s)** Sanford Samuel Brown et al.**Case** 111446CON**Conf. No.** 1209**Serial No.** 09/994,772**Group Art Unit** 2142**Filing Date** November 28, 2001**Examiner** T. H. Vu**Title** **Correlating Information Between Internet and Call
Center Environments**

**COMMISSIONER FOR PATENTS
TECHNOLOGY CENTER 2100
ALEXANDRIA, VA 22313-1450**

SIR:

**PETITION TO WITHDRAW HOLDING OF ABANDONMENT BASED ON
FAILURE TO RECEIVE OFFICE ACTION**

In response to a *mis-directed* Notice of Abandonment dated December 20, 2004, applicants contend that the original Notice of Allowance and Fee(s) Due was never received by the attorney of record. Rather, the Notice was mis-directed by the USPTO to a prior firm that had been handling the case.

This assertion is based upon the following facts:

- The firm of Kenyon & Kenyon filed the original application on November 28, 2001 - see attached Exhibit A: *Utility Patent Application Transmittal*

Brown 111446CON

- The case was transferred to Wendy W. Koba upon the receipt of a first Office action, with a *Revocation of Associate Power and Appointment of New Associate Attorney and Change of Correspondence Address* filed by Wendy W. Koba on June 15, 2004 - see attached Exhibit B
- The USPTO indeed "received" the Change of Correspondence Address on June 15, 2004, where the Change of Correspondence Address was forwarded to Technology Center 2100 on June 22, 2004 - see attached Exhibit C - "stamped" copy of Change of Correspondence Address printed from the on-line IFW version, indicating OIPE receipt date of June 15, 2004 and Technology Center 2100 receipt date of June 22, 2004

Inasmuch as the USPTO acknowledges receipt of the Change of Correspondence Address by virtue of its inclusion in the IFW for this application, applicants file this Petition to Withdraw Abandonment, since the Notice of Allowance and Fee(s) Due was directed to the improper representative. Applicants' attorney of record thus never received the originally mailed Notice of Allowance and Fee(s) Due.

In accordance with 37 CFR 1.181 no fee is required for this petition.

Respectfully submitted,

Sanford Samuel Brown et al.

By: Wendy W. Koba
Wendy W. Koba
Reg. No. 30509
Attorney for applicants
610-346-7112

Date: 1/18/05

EXHIBIT A

Please type a plus sign (+) in this box → ☒

PTO/SB/05 (03-01)

Approved for use through 10/31/2002. OMB 0651-0032

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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UTILITY PATENT APPLICATION TRANSMITTAL (Only for new nonprovisional applications under 37 C.F.R. 1.53(b))	Attorney Docket No.	2685/5925	111446 CON
	First Inventor	BROWN, et al.	
	Title	CORRELATING INFORMATION BETWEEN INTERNET AND CALL CENTER ENVIRONMENTS	
	Express Mail Label No.		

APPLICATION ELEMENTS See MPEP chapter 600 concerning utility patent application contents.	ADDRESS TO: Assistant Commissioner for Patents Box Patent Application Washington, DC 20231
1. <input checked="" type="checkbox"/> Fee Transmittal Form (e.g., PTO/SB/17) (Submit an original and a duplicate for fee processing) 2. <input type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27. 3. <input checked="" type="checkbox"/> Specification (Total Pages <u>35</u>) (preferred arrangement set forth below) - Descriptive title of the invention - Cross Reference to Related Applications - Statement Regarding Fed sponsored R & D - Reference to sequence listing, a table, or a computer program listing appendix - Background of the invention - Brief Summary of the invention - Brief Description of the Drawings (if filed) - Detailed Description - Claim(s) - Abstract of the Disclosure 4. <input checked="" type="checkbox"/> Drawing(s) (35 U.S.C. 113) (Total Sheets <u>4</u>) 5. Oath or Declaration (Total Pages <u>3</u>) a. <input type="checkbox"/> Newly executed (original or copy) b. <input checked="" type="checkbox"/> Copy from a prior application (37 CFR 1.63 (d)) (for a continuation/divisional with Box 18 completed) i. <input type="checkbox"/> DELETION OF INVENTOR(S) Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b). 6. <input type="checkbox"/> Application Data Sheet. See 37 CFR 1.76	7. <input type="checkbox"/> CD-ROM or CD-R in duplicate, large table or Computer Program (Appendix) 8. Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary) a. <input type="checkbox"/> Computer Readable Form (CRF) b. Specification Sequence Listing on: i. <input type="checkbox"/> CD-ROM or CD-R (2 copies); or ii. <input type="checkbox"/> paper c. <input type="checkbox"/> Statements verifying identity of above copies ACCOMPANYING APPLICATIONS PARTS 9. <input type="checkbox"/> Assignment Papers (cover sheet & document(s)) 10. <input type="checkbox"/> 37 C.F.R. §3.73(h) Statement <input type="checkbox"/> Power of (when there is an assignee) Attorney 11. <input type="checkbox"/> English Translation Document (if applicable) 12. <input checked="" type="checkbox"/> Information Disclosure <input type="checkbox"/> Copies of IDS Statement (IDS)/PTO-1449 Citations 13. <input checked="" type="checkbox"/> Preliminary Amendment 14. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) (Should be specifically itemized) 15. <input type="checkbox"/> Certified Copy of Priority Document(s) (if foreign priority is claimed) 16. <input type="checkbox"/> Nonpublication Request under 35 U.S.C. 122 (b)(2)(B)(i). Applicant must attach form PTO/SB/35 or its equivalent. 17. <input type="checkbox"/> Other:

18. If a CONTINUING APPLICATION, check appropriate box, and supply the requisite information below and in a preliminary amendment, or in an Application Data Sheet under 37 CFR 1.76:


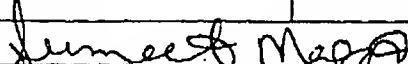
☒ Continuation ☐ Divisional ☐ Continuation-in-part (CIP)

of prior application No: 08 / 702,306 filed 8/23/96

Prior application information: Examiner W. Thomson

Group / Art Unit: 2123

For CONTINUATION or DIVISIONAL APPS only: The entire disclosure of the prior application, from which an oath or declaration is supplied under Box 5b, is considered a part of the disclosure of the accompanying or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.

17. CORRESPONDENCE ADDRESS					
<input checked="" type="checkbox"/> Customer Number or Bar Code Label			<input type="checkbox"/> Correspondence address below		
(Insert Customer No. or Attach bar code label here)					
					
23838 PATENT, TRADEMARK OFFICE					
Name					
Address					
City		State		Zip Code	
Country		Telephone		Fax	
Name (Print/Type)		Sumest Magoon		Registration No. (Attorney/Agent)	
Signature				Date	
				November 28, 2001	

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, Box Patent Application, Washington, DC 20231.

EXHIBIT B

Serial No. 09/994,772

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICERECEIVED
CENTRAL FAX CENTER

JAN 18 2005

PATENT APPLICATION
Sanford Samuel Brown et al.

Docket No. 111446CON

Serial No. 09/994,772

Group Art Unit 2142

Filed November 28, 2001

Confirmation No. 1209

Examiner T. H. Vu

Title Correlating Information Between Internet And Call Center Environments

COMMISSIONER FOR PATENTS

P.O. Box 1450

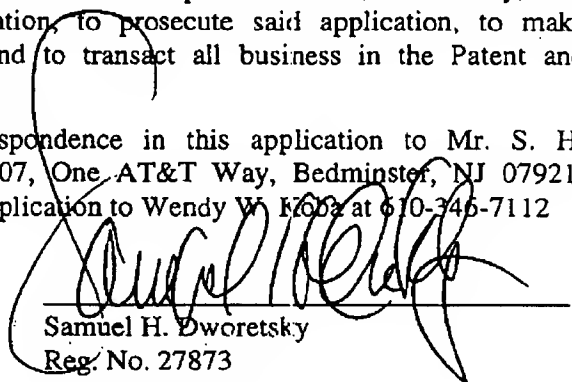
Alexandria, Virginia 22313-1450

SIR:

REVOCATION OF ASSOCIATE POWER AND APPOINTMENT OF NEW
ASSOCIATE ATTORNEY AND CHANGE OF CORRESPONDENCE ADDRESS

Revoking all associate powers of attorney heretofore given in the above-identified application, please recognize Wendy W. Koba (Reg. No. 30509) as associate attorney in the above-mentioned application, with full power to prosecute said application, to make alterations and amendments therein, and to transact all business in the Patent and Trademark Office connected therewith. Please also recognize any of the attorneys associated with Customer Number 26652 of AT&T Corp., Bedminster, New Jersey, with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, and to transact all business in the Patent and Trademark Office connected therewith.

Please direct all written correspondence in this application to Mr. S. H. Dworetsky, AT&T Corp., Room 2A-207, One AT&T Way, Bedminster, NJ 07921. Please direct all telephone calls in this application to Wendy W. Koba at 610-346-7112


Samuel H. Dworetsky

Reg. No. 27873

Attorney for Applicants

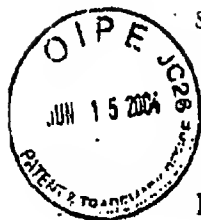
Date: 5/24/2004

AT&T Corp.

Room 2A-207

One AT&T Way

Bedminster, New Jersey 07921



Serial No. 09/994,772

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

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JUN 22 2004

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CENTRAL FAX CENTER
JAN 18 2005

PATENT APPLICATION
Sanford Samuel Brown et al.

Technology Center 2100

Docket No. 111446CON

Serial No. 09/994,772

Group Art Unit 2142

Filed November 28, 2001

Confirmation No. 1209

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COMMISSIONER FOR PATENTS

P.O. Box 1450

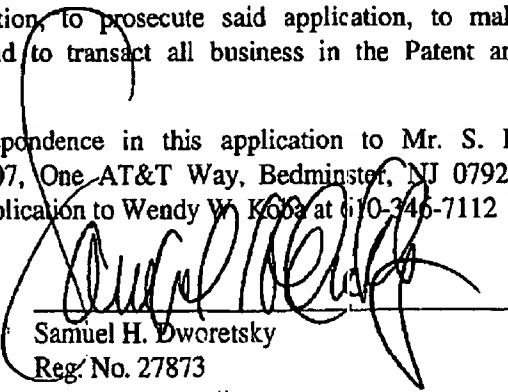
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Samuel H. Dworetsky
Reg. No. 27873
Attorney for Applicants

Date: 5/24/2004
AT&T Corp.
Room 2A-207
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Bedminster, New Jersey 07921